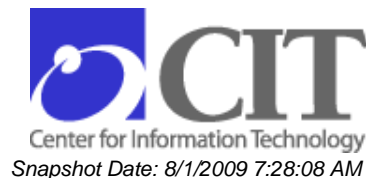


Customer Service Report for HSB

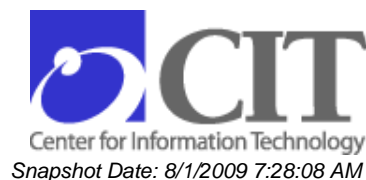
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Edit Account	2	0	0	0	0	0	0	0	2	0	9
Register/Open	1	0	0	0	0	1	0	0	0	0	0
Application Support											
COTS- Other/Recommend	1	0	0	0	0	1	0	0	0	0	0
COTS- Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	20
Sharepoint- License/Purchase	1	0	0	0	0	0	0	0	1	0	9
Sharepoint- Troubleshoot	3	0	0	0	0	0	0	0	3	0	7
Web Apps- Troubleshoot	1	0	0	0	0	0	0	0	1	0	13
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	61	0	6	0	0	55	0	0
Other	0	0	0	123	0	34	0	0	89	0	0
SQL	0	0	0	9	0	6	0	0	3	0	0
Unix	0	0	0	264	0	31	0	0	233	0	0
Windows	0	0	0	41	0	16	0	0	25	0	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	0	0	1	9
Backup/Restore	6	0	0	1	0	0	0	0	7	0	8
File Hosting	1	0	0	0	0	1	0	0	0	0	0
Permissions/Shares	7	0	0	0	0	1	0	0	6	0	9
Reset Limits	0	1	0	0	0	0	0	1	0	0	22
Troubleshoot	1	0	0	0	0	0	0	0	1	0	16
CIT Categories											
Web Site Issue	3	0	0	2	0	0	0	0	5	0	9

Customer Service Report for HSB

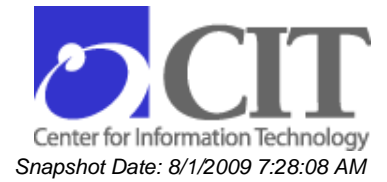
For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Connectivity											
General Info	0	1	0	0	0	0	0	0	1	0	0
TCP/IP	0	12	0	0	0	0	5	0	0	7	0
Email											
General Info	1	0	0	0	0	0	0	0	1	0	17
General Information											
Inquiry	2	0	0	1	0	0	0	0	3	0	4
Hardware											
Desktop/Config/Setup	1	0	0	0	0	1	0	0	0	0	0
Printers/Config/Setup	1	0	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/General Info	1	0	0	0	0	1	0	0	0	0	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	21
NIHnet											
Maintenance-Bldg 12 Data Center	0	2	0	0	0	0	0	0	0	2	0
Server Support-DNS	1	0	0	0	0	0	0	0	1	0	5
Service Prov-Bldg 12 Data Center	0	2	0	0	0	0	0	0	1	1	0
Service Prov-IP Address Admin	0	1	0	0	0	0	0	0	0	1	13
Service Prov-Port Add	1	0	0	0	0	0	0	0	1	0	33
Video											
Room Support- Maintenance	0	0	0	1	0	1	0	0	0	0	0
Web Site Issue (non- CIT)											
Inaccessible	0	0	0	1	0	0	0	0	1	0	0
Grand Total:	36	20	0	506	0	101	5	1	443	12	1

Customer Service Report for HSB

For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM



Total Tickets Closed:	456
Total Tickets Assigned/Pending/Checked Out:	106
Total Tickets Created:	562